



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012
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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 9295

Dated, the 28.02.2025

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-56/2025																										
2	Complainant/s	Name & Address Sri Bibhisana Dalpati, At/Po-Bandapari, Ps-Biswanathpur, Dist.-Kalahandi.	Consumer No 9034-2116-0213	Contact No. 62824-38272																								
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> <td></td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td></td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> <td></td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipment's</td> <td></td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> <td></td> </tr> <tr> <td colspan="3">15. Others (Specify) -</td> </tr> </table>			1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause <u></u> 3. OERC Conduct of Business) Regulations,2004; Clause <u></u> 4. Odisha Grid Code (OGC) Regulation,2006; Clause <u></u> 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause <u></u> 6. Others <u></u>																										
8	Date(s) of Hearing	10.02.2025																										
9	Date of Order	28.02.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bhawanipatna

MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
Grievance Redressal Forum
TPWODL, Bhawanipatna



Place of Hearing: Biswanathpur
Appeared:

1. **For the Complainant** – Sri Bibhisan Dalpati, At/Po-Bandapari, Ps-Biswanathpur, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

Complaint Case No. BPT-56/2025

Sri Bibhisan Dalpati,
At/Po-Bandapari,
Ps-Biswanathpur,
Dist.-Kalahandi.

Con. No. 9034-2116-0213

COMPLAINANT

Sri Kamalesh Kumar Pradhan,
SDO Elect. Narla,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Bibhisan Dalpati, At/Po- Bandhapari, Ps- Biswanathpur, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Biswanathpur on dt. 10.02.2025, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Domestic supply with CD of 0.04 KW having consumer no- **9034-2116-0213** under SDO Elect. Narla
- 2) As complained by the complainant that abnormal excess bill was served in the month of 03/2022.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the excess bill.

SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR: 24/02/2025
- 2) Bill details from: 06/2015 to 01/2025
- 3) Date of supply: 22/06/2014
- 4) Category: LT/Domestic
- 5) Connected Load 0.04 KW
- 6) Meter No – TWB122653
- 7) Installed on: 03/04/2024 with IMR "0"



8) CMR: 1152 KWH on 24/02/2025

9) The meter status: OK

10) Facts of the complainant: Revision of bill

11) As written version submitted by SDO Elect. Narla as follows:

- Bill to be recasted from 06/2014 to 03/2022 by taking IMR 0 kwh and FMR 5555 kwh.
- The defective bill from 04/2022 to 03/2024 may be revise by taking average of six months of new meter installed i.e from 04/2024 to 09/2024 as IMR 38 kwh and FMR 746 kwh.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for excess billing.
- The OP stated that bill to be recasted from 06/2014 to 03/2022 by taking IMR 0 kwh and FMR 5555 kwh.
- The defective bill from 04/2022 to 03/2024 may be revise by taking average of six months of new meter installed i.e from 04/2024 to 09/2024 as IMR 38 kwh and FMR 746 kwh.
- As per billing database the meter reading were submitted as premises locked and meter reading not taken for several months and 3493 kwh was billed in the month of 03/2022 which seems to be suppressed meter reading.

ORDER

28.02.2025

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To recast the bill from 06/2014 to 03/2022 by taking IMR "0" KWH on 06/2014 and FMR "5555" KWH on 03/2022.
- Bill to be revise from 04/2022 to 03/2023 by taking six-month average consumption of new meter installed on 03/04/2024 with IMR "38" kwh on 04/2024 and FMR "746" kwh on 09/2024.

The case is disposed of accordingly.

Compliance report must be submitted to the Forum by March-25 the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-March-25

B. NAIK

Co-Opted Member

Grievance Redressal Forum
TPWODL, Bhawanipatna

K.K. PATNAIK
MEMBER (Fin.)

MEMBER

Grievance Redressal Forum
TPWODL, Bhawanipatna

R.K. NAIK
PRESIDENT

Grievance Redressal Forum
TPWODL, Bhawanipatna



Copy to: -

1. Sri Bibhisan Dalpati, At/Po- Bandhapari, Ps- Biswanathpur, Dist- Kalahandi.
2. SDO Elect. Narla TPWODL.
3. EE, KEED, Bhawanipatna. TPWODL.
4. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”

GRF BHAWANIPATNA